Report on Department Policy

Department:____HEALTH_____

Secretary: __Nathaniel Smith, MD, MPH_____

The primary purpose of this report is to review existing policies and prompt an analysis of the opportunities for the integration of division policies within your department for standardization. An analysis of *policies* should consider all relevant factors including outdated processes, duplication across divisions, unique requirements, and opportunities for standardization. This analysis should take a holistic approach for developing action plans to deliver efficiency and effectiveness improvements while maintaining standardization across the Department**.**

Policy Integration Project

1.1. Provide a brief description of integration opportunities across divisions for policy standardization at the department level where practicable. What is the action plan for integrating policies? What are the benefits?

The Arkansas Department of Health has an established, online, standardized policy system agency-wide. It is intended to serve as a primary medium of communication to inform employees of approved Department policies and procedures. It includes both administrative and programmatic policies. Policy changes and updates are communicated through a transmittal system where all additions and changes in policies and procedures are reviewed and approved by key programmatic, administrative and Executive Staff members. Transmittals are communicated to all staff through the Health Communications Office.

The Policies and Procedures system is used by all ADH employees as a reference book and a guide in their work activities. Clinical operations are standardized state-wide through the protocols approved by supervising physicians and included in the Policies and Procedures system.

Divisions and work units may develop policies and procedures specific to their area, as long as they do not conflict with established ADH policies and they do not affect functions or operations outside of the work unit.

ADH rules are _not_ included in the ADH Policy and Procedures system. Subject to the Administrative Procedures Act, they are administered through the appropriate Boards or Commissions.

1.2. What steps will you take to gather the necessary information to determine whether division policies can be integrated? Address any key division requirements preventing policy integration if applicable.

The policies and procedures maintained by the 23 boards and commissions added to the Department have been collected and are being analyzed to assess needs by identifying any needed changes in the ADH or board and commission policies.

The new entities began using ADH Human Resources forms, processes and policies in July 2019.

The ADH Office of Financial Management is taking a phased-in approach, meeting with each board and commission to identify and work through potential issues. This began in October 2019 and will be completed in early 2020. Some ADH processes and forms have been modified to accommodate the new entities, however, the goal is to establish standardized financial procedures that meet audit requirements and allow current staff to absorb the responsibilities.

The primary challenge to policy integration is the disparate locations of offices outside of the ADH buildings. The Policies and Procedures, Health Communications, and several automated procedures systems are part of the ADH Network. Offices not in a Health Department building cannot have direct access to internal online systems without creating an unacceptable security risk. The ADH staff have provided a special orientation session for staff from the new entities, including copies of policies and procedures and forms needed. Board and commission

supervisory staff have also been provided training on policies and procedures related to supervision of staff. An online electronic solution is being developed to provide the simplest access possible, without compromising ADH information technology security

1.3. Are there any anticipated costs associated with revising and standardizing policies? Does your current budget have sufficient funds to cover all anticipated costs?

The Department does not anticipate any additional costs associated with revising and standardizing polices as long as we continue to use the current electronic platform, File Hold.

1.4. What is the implementation timeline and key action steps for this policy roll-out? How will you communicate this timeline and policy roll-out to division stakeholders?

July 2019   ADH human resources policies implemented across all new entities
Oct. 2019-March 2020   ADH fiscal policies implemented across all new entities
February 2020   Board and Commission policies and procedures reviewed; incorporated, as identified.

1.5. How could the Department of Transformation and Shared Services provide support to your Department?

The most important support is to keep the Department apprised of new policies and procedures established by the Office of Personnel Management, Office of State Purchasing, and the Department of Information Systems. ADH Administrative policies are based on the policies established by these entities.

Additional thoughts/comments: